Telephone complaints under Nalanda Exchange

1200. MISS FRIDA TOPNO: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the complaints for out of order telephones under Nalanda Exchange, Bihar are not attended to for weeks by local officials;

(b) if so, what arc the reasons therefor;

(c) The details of the telephone connections which were out of order during January, 2002 togcthcrwith the number of days for which they were non-functional;

(d) what were reasons for the delay in making these telephones functional; and

(c) what action Government propose to take to expedite spcedly rectification of the complaints?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI TAPAN SIKDAR): (a) to (c) The information is being collected and will be laid on the Table of the House.

Revenue arrear of MTNL and BSNL

1201. SHRI K. RAMA MOHAN A RAO; Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that arrears of MTNL and BSNL are shooting up;

(b) the unpaid telephone bills of MTNL, VSNL since 1995; and

(c) the steps taken by Government to recover the amounts from the subscribers?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI TAPAN SIKDAR): (a) Total outstandings against the telephone subscribers of MTNL and BSNL as on 31.3.2001 are Rs. 3769 crores as against Rs. 3271 crores as on 31.3.2000. However, the annual figures of billed revenue rose from Rs. 20099 crores on 31.3.2000 to Rs. 24136 crores loan 31.3.2001. Thus total outstandings each year remained at 15% of the annual billed amount. The figures of outstanding are cumulative over many years.

(b) VSNL does not provide direct telecom services to customers. The telephone services are provided by MTNL and BSNL. The cumulative amount of outstanding telephone bills of MTNL and BSNL since 1995 arc as follows:

In crores of rupees as on 31st March

Year	MTNL	BSNL	Total
1995	482	897	1379
1996	571	1165	1736
1997	694 ..	1396	2090
1998	787	1636	2423
1999	853	1760	2613
2000	897	2374	3271
2001	966	2803	3769

(c) The various steps taken by MTNL and BSNL to recover the telephone revenue arrears are as follows:

(i) Telephonic reminders are issued to the defaulting subscribers to clear their dues, failing which their telephones are disconnected.

(ii) Telephone Revenue Inspectors and field staff are deputed to visit the defaulting subscribers to pursue clearing of dues, failing which, other telephones of the defaulting subscribers are also disconnected.

(iii) If the above steps do not bring results, recovery suits are filed against the defaulters wherever feasible.

(iv) MTNL/BSNL sets annual targets for liquidation of outstandings for its field units and periodically monitors realization against the targets fixed. Liquidation Boards in each unit/Circle of MTNL/BSNL have been functioning to liquidate old outstanding dues. Incentive has been offered to staff who take action for clearance of old arrears.

(v) As per recent guidelines framed by BSNL, Circles have been authorized to utilize the services of the Police, Revenue and other Departments of the State government, whenever necessary, and are allowed to pay a commission of up to 1.5% of the amount recovered.

Attrition rate in IT sector

1202. SHRIMATI VANG A GEETHA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether attrition rates in IT sector falling constantly;

(b) if so, the reasons therefor;

(c) if so, the attrition rates during the last three years, year-wise; and

(d) the steps being taken by Government in this regard?